



Return Copy to: Bank of America
Government Card Services Unit
P.O. Box 1637
Norfolk, VA 23501-1637
Facsimile: 757.624.6149
Toll Free Fax: 877.248.4104

Point of Contact Information

Use this form to update point of contact information and/or establish EAGLS access for Agency/Organization Program Coordinators (A/OPCs), Transaction Dispute Offices (TDOs), Designated Billing Offices (DBOs) / Payment Offices, and EC/EDI coordinators. To delete EAGLS access, please use the EAGLS Access Application Form. Questions? Call GCSU toll-free (1.800.472.1424) from the US and Canada or, if dialing from international locations, call collect (1.757.441.4124).

Add ☐

Modify ☐

Delete ☐

Hierarchy Level: Please list unit name and the seven (7) digit number associated with each level of the organization's hierarchy (up to eight levels).

Hierarchical Unit Name	HL1	HL2	HL3	HL4	HL5	HL6	HL7	HL8

Responsibility:

A/OPC * <input type="checkbox"/>	TDO <input type="checkbox"/>	DBO/Payment Office <input type="checkbox"/>	EC/EDI <input type="checkbox"/>
*If A/OPC, check one:			
Primary <input type="checkbox"/>	Alternate <input type="checkbox"/>		

Central Account Number:
Agency/Organization Name:

Contact Name:	
Mailing Address:	City:
	State/Province:
	Zip/Postal Code:
Country:	
Business Telephone: (Include Area or Country Code)	Facsimile: (Include Area or Country Code)
E-mail Address:	
Add as EAGLS User?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Authorized Official: _____
Name (Please print)

Business Telephone: _____
(Commercial Access Number Required; Include Area or Country Code)

Authorized Official: _____
Title (Please print)

Date: _____

Authorized Official: _____
Signature

Instructions for Point of Contact Information Form

Purpose	Use this form to establish primary contacts for your Agency or to update primary contact information for the following: A/OPC, TDO, DBO / Payment Office, and EC/EDI.
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Instructions	<p>Print or type all information and return or fax to the address or number listed below:</p> <p style="text-align: center;"> Bank of America Attn: GCSU P. O. Box 1637 Norfolk, VA 23501-1637 Fax: 757.624.6149 Toll Free Fax: 877.248.4104 </p>
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Field Descriptions of form elements
Hierarchy Level – Enter hierarchy levels to which the Point Of Contact (POC) will be associated.
Hierarchical Unit Name – Enter name of hierarchy unit to which the Point Of Contact (POC) will be associated.
HL Number (HL1 – HL8) – Hierarchy Level Number - Enter 7-digit hierarchy level number assigned to each unit of the organization.
Responsibility – Check position or capacity the POC will have.
A/OPC – (Agency/Organization Program Coordinator) - Handles day to day operations of the GSA Smart Pay program for the agency/organization.
TDO – (Transaction Dispute Office) - Handles tracking or reconciling transaction disputes.
DBO (Designated Billing Office) / Payment Office -- Reconciles account billing. Identifies an agency's payment office/central office or headquarters.
EC/EDI – (Electronic Commerce/Electronic Data Interchange contact) - Supports electronic commerce.
If A/OPC, check one: Primary or Alternate – Check if A/OPC information is for primary or alternate A/OPC.
Central Account Number – Enter 16-digit number of the central account which the POC will be associated.
Agency/Organization Name – Enter POC's agency name.
Contact Name – Enter POC's name.
Mailing Address, City, State/Province, Zip/Postal Code, and Country – Enter POC's work address.
Business Telephone – Enter POC's commercial work telephone number.
Facsimile – Enter POC's fax number.
Email Address – Enter POC's email address
Add as EAGLS User? – Check if POC will need EAGLS access.
Authorized Official – Print name and title of officer authorized to submit POC information.
Business Telephone – Enter Authorized Official's commercial work telephone number.
Authorized Official Signature – Signature of Authorized Official.
Date – Enter date form is signed.